



How to access the Tenant Portal

Easiest way to get to the Tenant Portal is by going to our website at www.unionparkmgmt.com and clicking on the tab labeled “Tenant Portal”.



From there click on the button at the center of the page that labeled “Access Tenant Portal”.



This will redirect you to a new page where you can log in. If you have already set up an account just type in your credentials and you are good to go! If this is your first time seeing this page look to the next section.

Setting up a new account on the Tenant Portal

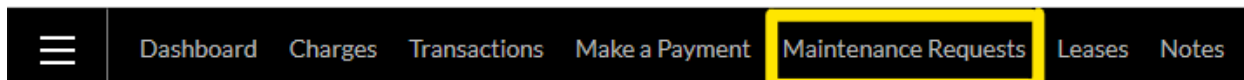
If you do not know your account number, reach out to us and we will help you get set up with an account.

If you know what your account number is (usually 2 or 3 digits) click on the words “Sign Up”. From there you will enter the email you have on file with Union Park Management and create a password.

A screenshot of a web page titled "TENANT WEBACCESS". It features two input fields: "Email Address" with the placeholder text "Example@example.com" and "Password" with a masked password of ten dots. Below the password field are the links "Forgot password?" and a checkbox labeled "Remember me". At the bottom of the form is a blue "Login" button and a yellow "Sign up" button.

How to put in a non-emergency maintenance request

To put in a maintenance request, you will need to have a Tenant Portal account set up. Once you are logged into the Tenant Portal you will see a tab called “Maintenance Requests”, click on it. Once on the page, click on the button labeled “Add Maintenance Request” and then fill out the form with the appropriate information.



How to add a picture to your maintenance request

Attaching a picture to your request can sometime be immensely helpful. Adding an attachment to the maintenance request can be done by clicking on the “Add Attachment” button and selecting the picture you want us to receive from your device.

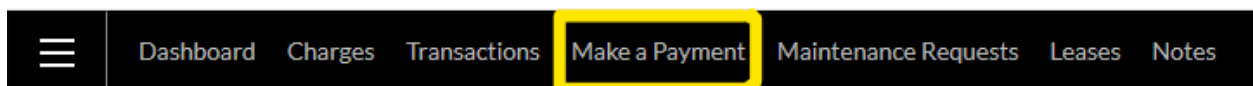


How to put in an emergency maintenance request

If the situation is life threatening, please call 911 first. If the situation needs immediate attention but is not life-threatening call (952) 945-7859. It is best to have this number saved on your phone before you ever have an emergency and need it. Examples of emergencies are severe plumbing leaks, no heat in the middle of the winter, locked out of your apartment late at night, or flooding.

How to pay rent online

To pay rent online, you will need to have a Tenant Portal account set up. Once you are logged into the Tenant Portal you will see a tab called “Make a Payment”, click on it.

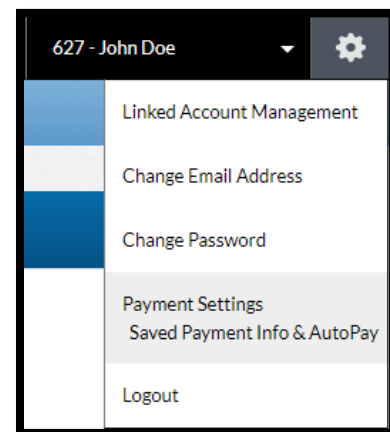


From there you will see an amount owed (rents are posted on the 25th of every month) and you can enter how much you are wanting to pay and you will need to select your payment type. If you select “Credit Card” you will be charged a 3% transaction fee but if you use your bank account, the transaction will be processed for free.

How to set up Autopay

To set up autopay you will need to click on the gear in the top right corner of the screen. Select “Payment Settings”.

From there you will need to enter your bank information, the date you want the autopay to take place, and the amount you want to be auto paid.



Other rent payment options

Rent checks can be mailed to 1564 Selby Ave #9, St. Paul, MN 55104 or dropped off at the drop box to the left of the door at 683 Hague Ave, St. Paul, MN, 55104. When paying by check please include your building number and unit number somewhere on the check.